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STATE OF NH
DEPT OF JUSTICE

2019 NOV 18 PM 12:45

November 15, 2019

James F. Monagle
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Via Regular Mail

Attorney General Joseph A. Foster
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Recycling Management Resources, an industrial recycling organization focused on recyclable paper, plastic and metal scrap, with respect to a data security incident involving one New Hampshire resident's personal information, described in detail below.

1. Nature of the possible security breach

RMR recently learned that there may have been unauthorized access to an employee's email account which may have contained personal information. Upon learning of the incident, RMR launched a further investigation (data mining) that determined at least one New Hampshire resident's personal information may have been affected, including some combination of name, Social Security number, bank or credit card account information, driver's license or other government ID number, or login and password information. RMR then took steps to notify all potentially impacted individuals out of an abundance of caution, specifying what type of personal information was involved for each person.

2. Number of New Hampshire residents potentially affected

Approximately one (1) New Hampshire resident was potentially affected in this incident. RMR sent that individual a letter notifying him of this incident on November 13, 2019 – less than 30 days after the data mining RMR undertook identified them. A copy of a sample notification sent to that individual is included with this letter, which informs him about the 12 months of complimentary credit monitoring and identity theft protection services that is being offered to him.

3. Steps RMR has taken relating to the incident

Upon learning of the unauthorized access, RMR also took steps to prevent a similar event from occurring in the future, including immediately re-securing its email system, and taking steps to prevent a similar event from occurring in the future, including changing all passwords, revising our email storage practices, and employing additional security measures.

1133 Westchester Avenue • White Plains, NY 10604 • p 914.323.7000 • f 914.323.7001

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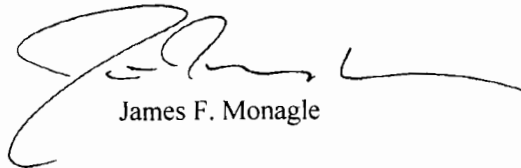
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4. Other notification and contact information

If you have any additional questions, please contact me at James.Monagle@wilsonelser.com or (212) 915-5708.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

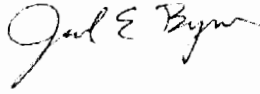


James F. Monagle

Upon learning of this incident, we immediately re-secured our email system and took steps to prevent a similar event from occurring in the future, including changing all passwords, revising our email storage practices, and employing additional security measures. We have also enclosed additional information about steps you can take to protect your information.

We take your privacy very seriously and sincerely regret any inconvenience this may cause you. We thank you for your understanding and support. If you have additional questions, please contact 833-935-1361, Monday through Friday, from 9 am to 9 pm Eastern Time (excluding holidays).

Sincerely,

A handwritten signature in cursive script that reads "Joe Byrne".

Joe Byrne
CFO

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of
the Attorney General**
Consumer Protection
Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**Rhode Island Office of
the Attorney General**
Consumer Protection
Unit 150 South Main
Street Providence, RI
02903 1-401-274-4400
www.riag.ri.gov

**North Carolina Office
of the Attorney General**
Consumer Protection
Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580 1-
877-IDTHEFT
(438-4338)
www.ftc.gov/idtheft

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with all three credit bureaus by contacting one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The contact information for all three credit bureaus is below.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles.

The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788 Atlanta, GA
30348
[www.equifax.com/personal/
credit-report-services/credit-
freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/) 800-525-6285

**Experian Security
Freeze** P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.